

Complaint about childcare provision

Ref: EY452615/4320581

Date: 28 October 2019

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 2 September 2019, we received concerns that the provider was not meeting some of these requirements. We visited the provider and found that some of the requirements were not being met. We have served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Action needed by 8 October 2019:

improve knowledge and understanding of safeguarding procedures to identify and respond appropriately to possible safeguarding concerns and take action to support children's safety and well-being effectively,

ensure that children are appropriately supervised at all times,

take action to ensure that household members and those working as assistants are known to Ofsted and have completed relevant suitability checks.

On 16 October 2019, we conducted an unannounced visit and found that the provider had not taken sufficient action to meet all the actions set out on the Welfare Requirement Notice. We served a further Welfare Requirement Notice that required the provider to take the action below within the timescales set out.

Action needed by 8 November:

improve knowledge and understanding of safeguarding procedures to identify and respond appropriately to possible safeguarding concerns and take action to support children's safety and well-being effectively.

Compliance with this notice will be monitored during a full inspection. The provider will be able to give parents further information about this and is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).